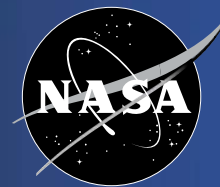


National Aeronautics and Space Administration



NASA Shared Services Center

shared services catalog

September 2008

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NSSC Vision: Unparalleled Service

NSSC Mission: To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services.

INTRODUCTION

The NSSC is performing a phased consolidation of select business and technical services that are performed at multiple Centers across the Agency into one single, shared services center. Consolidation allows the NSSC to increase operational efficiency and provide a consistent level of customer service. Initial services provided by the NSSC are from four functional areas: financial management, human resources, procurement, and information technology. These services will transition from the Centers to the NSSC by the end of Fiscal Year (FY) 2008, as described in the allocation variables table on page 4. A brief description of the selected services is provided below and further detail is provided in the following pages.

Financial Management (FM)

In the area of FM, the NSSC provides the following services: 1) Accounts Payable (AP); 2) Accounts Receivable (AR); 3) Fund Balance With Treasury (FBWT); 4) Internal Controls; 5) payroll and time and attendance processing; 6) travel services; 7) Extended TDY and Permanent Change of Station (PCS) relocation services; 8) PCS Relocation Services (Guaranteed Home Sale (GHS) and movement of household goods); and, 9) Travel/Fleet card program.

Human Resources (HR)

The NSSC provides the following HR services: 1) support to personnel programs; 2) Senior Executive Service (SES) case documentation; 3) employee development and training; 4) employee benefits; 5) HR & training information systems; 6) Personnel Action Processing (PAP); and, 7) eOPF maintenance and record keeping.

Procurement

For the Procurement function the NSSC provides: 1) award of grants and cooperative agreements; 2) administration of grants and cooperative agreements; 3) Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) contract awards; 4) SBIR/STTR contract administration; 5) Agency procurement services; and, 6) training purchases.

Information Technology (IT)

The NSSC provides the following IT services: 1) Agency IT support; and, 2) Agency seat management program management

Allocation Variable

The allocation variable is the basis for billing used by the NSSC to track work accomplished, cost, and monitor Service Level Agreements (SLA). Allocation variables for each service are located on the following page.

ALLOCATION VARIABLES

FINANCIAL MANAGEMENT

Service	Unit of Measure
Accounts Payable	# of invoices, IPAC payments
Accounts Receivable	# of billings (direct/reimbursable) and collections
Fund Balance With Treasury	# of transactions (sum total for AP, AR collections, and travel services)
Internal Controls	# of transactions (sum total for AP, AR, and travel services)
Payroll & Time Attendance Processing	# of W-2 forms or FTEs
Domestic Travel	# of domestic travel payments & advances
Foreign Travel	# of foreign travel payments & advances
PCS Travel	# of PCS payments
Extended TDY Travel	# of extended TDY payments & advances
PCS Relocation Assistance	# of PCS moves
Relocation Services (guaranteed home sale and movement of household goods)	Actual costs

HUMAN RESOURCES

Service	Unit of Measure
Support to Personnel Programs	# of W-2 forms or FTEs
SES Case Documentation	# of SES appointments/CDPs
Employee Development and Training	# of W-2 forms or FTEs
Employee Benefits	# of W-2 forms or FTEs
HR & Training Information Systems	# of W-2 forms or FTEs
Personnel Action Processing	# of personnel action transactions processed
eOPF Record Keeping	# of W-2 forms or FTEs

ALLOCATION VARIABLES

PROCUREMENT

Service	Unit of Measure
Award of Grants/Cooperative Agreements	# awarded
Administration of Grants/Cooperative Agreements	# administered
SBIR/STTR Contract Awards	# awarded
SBIR/STTR Contract Administration	# administered
Agency Procurement Services	# of W-2 forms or FTEs
Off-site Training	# of training purchases < \$25,000 # of training purchases = or > \$25,000
On-site Training	# of training purchases < \$25,000 (COTS ONLY) # of training purchases = or > \$25,000 and all Non-COTS
Costs of Training Purchases	Off-site training = > per unit On-site training = > per unit

INFORMATION

Service	Unit of Measure
Agency Seat Management	# of ODIN seats

FINANCIAL MANAGEMENT

The NSSC processes AP, AR, travel, and payroll for each of the NASA Centers, Headquarters, and the NSSC. The NSSC: 1) develops and maintains appropriate internal controls based on generally accepted accounting principles and NASA policy; 2) collects information, reconciles data, and provides support to respond to requests; 3) performs periodic reconciliations as required by NASA policy and procedures; 4) prepares financial reports; and, 5) performs fiscal year end and new year activities. Periodic performance metrics will be provided.

AP

- We assemble, review, process, record, report, and reconcile commercial and government invoices and the government purchase card invoices. Grant payments and contract letters of credit payables are also processed.

AR

- We provide consolidated billing and collection for reimbursable and non-reimbursable accounts receivable.

FBWT

The Fund Balance with Treasury asset account consolidates NASA's transactions such as appropriation warrants, non-expenditure transfers, collections, disbursements and related adjustments as increases or decreases in FBWT. The NSSC will provide:

- monthly reconciliation;
- FMS 224 transmission;
- cumulative FBWT reconciliation; and,
- and resulting reports.

Internal Controls

The Financial Management Division, Financial Accounting Branch Internal Controls conducts various quality control and monitoring activities for the NSSC. These activities include:

- internal audits and reviews;
- compliance with OCFO Office of Quality Assurance requirements; and,
- audit liaison activities associated with both internal and external Agency audits.

The Internal Controls functions provide reasonable assurance the NSSC complies with both Agency and Federal policies and regulations.

Travel/Fleet Card Program Coordinator

- Travel/Fleet Card Program Coordinator — NSSC will function as the Agency Travel/Fleet card program coordinator. We will provide the following services and support:
 - continue in the development of best practices and procedures for the Travel/Fleet card program;
 - ensure Travel/Fleet cards are properly issued and used;
 - develop and implement an Agency Travel/Fleet card audit program;
 - make certain that all cardholders and approvers are properly trained and delegated; and,
 - manage all Travel/Fleet card transactions, reconciliations, and payments.

Payroll & Time Attendance Processing

- WebTADS — We use NASA's WebTADS to deliver time and attendance data to the

FINANCIAL MANAGEMENT

Department of the Interior (DOI).

- Employee Payroll — We perform the review and validation activities regarding employee salary and benefits payments. In addition, we provide general information services to employees and act as liaison between employees and the DOI.
- Time & Attendance — We perform the review and validation activities of time and attendance information for all NASA employees for submission to DOI.

Travel Services

- We provide travel reimbursement services for all authorized Agency travel, including domestic, foreign, local, extended temporary duty and change of station.
- Domestic and Foreign Travel Payments — We process travel vouchers for all authorized NASA travel from receipt of the voucher to final payment.
- PCS Relocation Assistance — We examine and process change of station travel vouchers for payment.
- Extended TDY and PCS Relocation Assistance — We provide Extended TDY and PCS relocation counseling and PCS travel authorization processing.

PCS Relocation Services

The NSSC will provide PCS relocation services for all NASA employees, centers, and associated facilities. The NSSC will provide:

- employee relocation services;
- guaranteed home sales and movement of household goods;
- home marketing assistance;
- counseling;
- destination area services; and,
- property management.

HUMAN RESOURCES

The NSSC provides HR support including support to the personnel programs, recruiting event logistics, SES case documentation, employee development and training, employee benefits, PCS and extended TDY, Human Resource Information Systems (HRIS), and personnel action processing and record keeping.

Support to Personnel Programs

- Drug Testing Administration — We provide administrative support to the Agency Drug-Free Workplace Program in accordance with Mandatory Guidelines for Federal Drug Testing Programs.
- General Employment Inquiries — We respond to general NASA employment inquiries.
- Position Classification Appeals — We are responsible for processing the Agency's position classification appeals.
- Employee Recognition and Awards Processing — We provide administrative and clerical support to the Agency's awards program.
- Preparation and Distribution of Employee Notices — We prepare and distribute Center and Agency employee notices.
- Providing Support to HR Specialists — We provide information to the Agency's HR Specialists regarding transactional and operational activities of HR programs within the Agency.
- Development, Design, Production, and Delivery of Information Materials — We develop informational materials related to a variety of Agency programs. The NSSC will also design, produce, and deliver materials such as websites, desk guides, brochures, recruitment tools, training manuals, and user manuals.

SES Case Documentation

- Appointments — We prepare SES Executive Core Qualifications and Candidate Development Program Mentor Appraisal documentation in final submission format.

Employee Development and Training

- Training services support for specified needs that are standard across the Agency — We support the purchase of standard training classes for the Agency, e.g., export control, IT security, and ethics.
- Registration/reimbursement for individually funded training activities — We conduct registration activities for Agency civil servants for off-site training including the appropriate procurement documentation.
- Processing of on-site training notices for internal NASA and Center training — We receive approved training requests, "reserve" seats for specific courses, track reservations against available seats, maintain a "waiting list" (if necessary), and notify employees and their managers of status of request (confirmed reservation, waiting list, not reserved).
- Training data entry — We enter and update data in the Agency Learning Management System (SATERN).
- Administration and oversight of on-line Agency training and training systems — We administer and maintain agency on-line training systems and agency eLearning portals.
- Support to surveys and assessments — We support, coordinate, facilitate, and administer customer/Agency surveys and studies.

HUMAN RESOURCES

- Procurement training (GS-1102 training program) — We serve as the POC for program participants for the procurement training program on logistical and operational matters.

Employee Benefits

- Benefits processing — We provide benefits counseling and processing for NASA Employees.
- New hire, transfer, and reassignment in-processing — We provide newly selected individuals at all Centers with automated pre-employment processing packages necessary for entry-on-duty appointment processing through NASA's New Employee Orientation website.
- Administration of Leave Donor Program and Advanced Sick Leave — We accept and process leave donor applications/forms and advanced sick leave requests with accompanying medical documentation from employee's supervisor.
- Financial Disclosure Forms — We are responsible for processing financial disclosure forms using the Ethics Program Tracking System.

HR & Training Information Systems

- We support operations of the Agency-wide automated systems that are used by HR and training programs to include: NASA Automated Awards System; Workforce Information Cubes for NASA; Employee Orientation System and Student Employee Management System; NASA Organizational Profile System and NASA Employee Profile System; Competency Management System and Workforce Transition and Tracking System; Workforce Services Portal; and, Workforce Integrated Management Systems.
- HR and training web site development & maintenance — We provide web site and web-based tools development/administration and associated graphics support for both Agency and NSSC HR and training web sites that are the responsibility of the NSSC HR and training organizations.
- User support/expertise for Center HR data users — We support the NASA HR data users for the full range of HR functions.

PAP

- PAP and related records — We support HR transaction processing and related records to produce updated: SES data; Official Personnel Folder (OPF) data; Standard Form (SF)-50s (Notification of Personnel Action); Non-OPF data (e.g., data not recorded on SF-50 - Group Action Request Lists (GARLs) and awards documentation).

eOPF Maintenance and Record Keeping

- Maintenance of electronic official employee and performance records — We will maintain all information, forms, and data that comprise the Official Personnel Folder (OPF) and employee performance file (deferred pending guidance from the Agency).

PROCUREMENT

It is the NSSC's intent to achieve end-to-end electronic processes for our procurement activities. We provide Agency-wide services in support of the following:

- Award & administration of Grants & Cooperative Agreements;
- Award & administration of SBIRs/STTRs; and,
- On-site and Off-site training purchases and costs of training purchases.

Award & Administration of Grants & Cooperative Agreements

- We support NASA programs in the award and administration of grants and cooperative agreements in accordance with the NASA Grant and Cooperative Agreement Handbook.
- We include pre-award and post-award actions for both competitive and non-competitive awards.
- We also maintain a grants web site accessible to both the grantee community and NASA internal customers, which provides status information on NASA grants.

Award & Administration of SBIR/STTR Contracts

- We provide support to the SBIR and STTR programs. Award and administration of phase III contracts will not be performed by the NSSC.

On-site & Off-site Training Purchases

- Training purchases — We award and administer on-site and off-site training purchases and delivery orders for all NASA training.

Agency Procurement Services

- Agency contracting — The Consolidated Contracting Initiative (CCI) is NASA's commitment to progress towards the cooperative creation and utilization of contracts, whenever practicable, to meet common needs. We award and administer ongoing consolidated contracts and actively identify new Agency CCI opportunities to meet NASA contracting needs faster, reduce the time spent on acquisition related tasks, save resources, reduce close out backlogs, and improve cooperation with other government agencies. Contracts include: ODIN; ISO Registration; MSC PATRAN and NASTRAN Licenses; COTR Training; Closeout Services; Multifunctional Device; IEEE Journals Database; ODIN IV and V; Agency Membership to RTCA; Agency Protective Services contract; and, Agency Enterprise Architecture Services contract.
- Customer survey administration — We prepare and distribute electronic surveys of overall NASA procurement performance to NASA-selected procurement customers, collect and assemble the responses, and submit the assembled responses to the requestor.
- NASA Contracting Intern Program — provides an opportunity for college graduates with degrees in business-related fields to launch a civil service career with NASA. NCIP support includes:
 - Web site development and maintenance — We maintain a NCIP web site for internal customers and maintain an existing web site for external customers.
 - Program support — We support the NCIP Program Manager in matters involving intern duty status (active, Leave Without Pay (LWOP), etc.); awards; promotion dates; conversion status; relocation; reimbursement of student loans; travel cards; and background investigations.
 - NCIP handbook — We review the NCIP handbook at least annually and submit

PROCUREMENT

- recommended updates.
- Recruitment — We support the NSSC HR POC by establishing a list of targeted schools with additional input from the cognizant Equal Opportunity representative(s), and Center procurement POCs.
- Sponsored Research Business Activity (SRBA) — NSSC will provide SRBA policy and system support to NASA HQ Office of Procurement in the following areas:
 - grant policy (grant handbook issues/updates);
 - participate on HQ Grants Steering Committee;
 - electronic interface issues with NSPIRES, Grants.gov, and CMM;
 - review HQ NRA's, CAN, and AOs;
 - maintain and update Guidebook for Proposers; and,
 - maintain and update content of grants' website.

NSSC's overall objective is to ensure that all SRBA policy changes are properly planned, communicated, and implemented.

- Purchase Card Program — NSSC will function as the Agency Lead Purchase Card Coordinator. We will provide the following services and support:
 - continue in the development of best practices and procedures for the P-Card Program;
 - ensure purchase cards are properly issued and used;
 - develop and implement an Agency P-Card Audit Program;
 - make certain that all cardholders and approvers are properly trained and delegated; and,
 - manage all purchase card transactions, reconciliations, and payments.
- 1102 Training Program — NSSC will serve as the POC for program participants in the Agency training program for all acquisition personnel.

INFORMATION

Agency IT Support

- We provide the Agency Printing Management Officer (corporate G&A funding with no impact on Center chargebacks) and Agency eForms Repository Management.

Agency Seat Management

- We provide Agency Seat Management Services (ODIN) program management.